

# ASSIGNMENT 1

Textbook Assignment: "The Navy Yeoman," chapter 1, pages 1-1 through 1-12; and "Official Publications and Directives," chapter 2, pages 2-1 through 2-7.

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- 1-1. Which of the following statements best defines the Navy's occupational standards (OCCSTDs)?
1. Minimum standards of knowledge only
  2. Minimum standards of knowledge and skill
  3. Maximum standards of knowledge only
  4. Maximum standards of knowledge and skill
- 1-2. Which of the following terms best describes the word Yeoman?
1. A secretary
  2. An administrator
  3. An administrative assistant
  4. A receptionist
- 1-3. During general quarters, which of the following duties might a Yeoman perform?
1. Messenger
  2. Phone talker
  3. Status board writer
  4. Each of the above
- 1-4. Aboard ship, what office is responsible for maintaining the ship's master instructions?
1. Captain's office
  2. Ship's office
  3. Operations office
  4. Weapons office
- 1-5. Who maintains the ship's office?
1. Administrative officer
  2. Supply officer
  3. Executive officer
  4. Operations officer
- 1-6. The general appearance of an office can be greatly affected by which of the following actions?
1. Working one job at a time
  2. Sweeping the floor
  3. Putting things away
  4. Emptying the trash
- 1-7. Of the following ways to arrange desks in an office, which one is NOT the proper way?
1. Everyone has enough light
  2. Everyone is in a position to assist customers
  3. Some individuals have their backs to the reception area
  4. There is enough space to move around
- 1-8. To qualify for YN3, you must pass a performance test by typing a minimum of how many words per minute?
1. 25
  2. 30
  3. 35
  4. 40

- 1-9. To qualify for YN2, you must pass a performance test by typing a minimum of how many words per minute?
1. 25
  2. 30
  3. 35
  4. 40
- 1-10. As a yeoman, for which NEC can you qualify?
1. YN-2514
  2. YN-2513
  3. YN-2512
  4. YN-2511
- 1-11. Of the following paygrades, which one is NOT authorized entry into the Legalman rate?
1. E-2
  2. E-3
  3. E-4
  4. E-5
- 1-12. Information on Navy schools may be obtained from which of the following publications?
1. MILPERSMAN
  2. CANTRAC
  3. Advancement Manual
  4. ENLTRANSMAN
- 1-13. What is a Yeoman's most important quality?
1. Voice
  2. Appearance
  3. Attitude
  4. Personality
- 1-14. Taking pride in your appearance and acting militarily correct will improve working relationships.
1. True
  2. False
- 1-15. What is the one trait looked for, required, and even demanded of a Yeoman?
1. Assertiveness
  2. Honesty
  3. Aggressiveness
  4. Intelligence
- 1-16. Of the following ratings, which one is NOT responsible for providing direct service to personnel?
1. HM
  2. BM
  3. YN
  4. PN
- 1-17. The structure of the Navy tends to foster which of the following attitudes in its members?
1. Personal
  2. Impersonal
  3. Positive
  4. Negative
- 1-18. People are people, and you can't change human nature.
1. True
  2. False

- 1-19. If you feel you cannot assist an irate customer, what should you do?
1. Ask the customer to leave until you can assist them
  2. Ask the customer to have a seat in the back of the office until he/she calms down
  3. Bring the problem to the attention of your supervisor
  4. Yell back at the customer to show him/her how it feels
- 1-20. You must serve a customer who is emotionally upset. In these circumstances, what is the best approach to take?
1. Detached and stern
  2. Calm and confident
  3. Enthusiastic and easygoing
  4. Composed and skeptical
- 1-21. You should react to an unpleasant customer in which of the following ways?
1. Keep the contact as impersonal as possible
  2. Concentrate on the problem
  3. Ignore the person's manner and attitude
  4. Each of the above
- 1-22. When you jump to a conclusion, you are actually making a decision based on which of the following factors?
1. Apathy
  2. Rudeness
  3. Misunderstanding
  4. Incomplete information
- 1-23. When a contact point representative reacts adversely to a customer, the representative is most often reacting to which of the following characteristics of the customer?
1. Speech
  2. Attitude
  3. Gestures
  4. Appearance
- 1-24. The assumption that an individual possesses certain characteristics because of ethnic origin defines what term?
1. Jumping to conclusions
  2. Stereotyping
  3. Prejudice
  4. Racism
- 1-25. Which of the following characteristics interferes with effective communication?
1. Cultural differences
  2. Physical problems
  3. Speech habits
  4. Each of the above
- 1-26. When a customer is having difficulty understanding, which of the following speech habits should increase understanding?
1. Speaking very quickly
  2. Speaking more distinctly
  3. Speaking in an exaggerated accent
  4. Speaking in the customer's dialect
- 1-27. When a customer requests something that must be denied, your agreement with a customer on current Navy policy could increase which of the following customer reactions?
1. Anger
  2. Irritation
  3. Loss of respect
  4. Resentment or frustration
- 1-28. The duties, responsibilities, authority, distinctions, and relationships of various commands, officials, and individuals are outlined in which of the following publications?
1. Standard Organization and Regulations of the U.S. Navy
  2. Naval Military Personnel Manual
  3. Manual of the Judge Advocate General
  4. United States Navy Regulations

- 1-29. Who is responsible for making changes to U.S. Navy Regulations?
1. Secretary of Defense
  2. Secretary of the Navy
  3. Chief of Naval Operations
  4. Chairman, Joint Chiefs of Staff
- 1-30. What publication issues regulations and guidance governing the conduct of all U.S. Navy members?
1. Manual of the Judge Advocate General
  2. Manual for Courts-Martial
  3. Standard Organization and Regulations of the U.S. Navy
  4. U.S. Navy Regulations
- 1-31. Under the authority of the Military Justice Act, who issued the Manual for Courts-Martial?
1. Secretary of Defense
  2. Secretary of the Navy
  3. Chief of Naval Operations
  4. President of the United States
- 1-32. Information concerning limitation on punishments imposed at NJP is contained in which of the following publications?
1. Corrections Manual
  2. U.S. Navy Regulations
  3. Manual for Courts-Martial
  4. Naval Military Personnel Manual
- 1-33. Instructions regarding the procedures to follow in conducting administrative investigations are contained in which of the following publications?
1. Manual for Courts-Martial
  2. Manual of the Judge Advocate General
  3. U.S. Navy Regulations
  4. Naval Military Personnel Manual
- 1-34. The Navy Military Personnel Manual (MILPERSMAN) is issued under what authority?
1. Manual of the Judge Advocate General
  2. Manual for Courts-Martial
  3. Standard Organization and Regulations of the U.S. Navy
  4. U.S. Navy Regulations
- 1-35. Changes and distribution of the Military Personnel Manual are approved by whom?
1. Secretary of the Navy
  2. Chief of Naval Personnel
  3. Deputy Chief of Naval Personnel
  4. Secretary of Defense
- 1-36. Which of the following authorities covers the protection of classified information in the U.S. Navy?
1. U.S. Navy Regulations
  2. Navy Correspondence Manual
  3. Naval Military Personnel Manual
  4. DON Information Security Program
- 1-37. The DON Information Security Program Regulation is issued by whom?
1. Chief of Naval Operations
  2. Director, Naval Intelligence
  3. Director, Naval Criminal Investigative Service
  4. Secretary of the Navy
- 1-38. The DON ISP contains procedures for classifying, marking, and handling of classified information.
1. True
  2. False

- 1-39. The Manual for the Navy Casualty Assistance Calls Program (CACP) is also known as what instruction?
1. JAGINST 1770.1
  2. BUPERSINST 1770.3
  3. NAVMEDCOMINST 1770.1
  4. CACPINST 1770.1
- 1-40. What authority publishes the Decedent Affairs Manual?
1. Naval Personnel Command
  2. Secretary of the Navy
  3. Bureau of Medicine and Surgery
  4. Chief of Naval Personnel
- 1-41. The Manual of Navy Officer Manpower and Personnel Classifications is issued in how many volumes?
1. One
  2. Two
  3. Three
  4. Four
- 1-42. Which publication contains a lineal list of officer personnel?
1. Navy Register
  2. Officer Transfer Manual
  3. Officer Distribution Control Report
  4. Manual of the Navy Officer Manpower and Personnel Classifications
- 1-43. The U.S. Navy Uniform Regulations is prepared and distributed by whom?
1. Secretary of Defense
  2. Secretary of the Navy
  3. Chief of Naval Personnel
  4. Chief of Naval Operations
- 1-44. The purpose of the Officer Transfer Manual is to improve awareness of distribution procedures and to make the assignment process more efficient.
1. True
  2. False
- 1-45. The Joint Federal Travel Regulations (JFTR) is issued in a total of how many volumes?
1. One
  2. Two
  3. Three
  4. Four
- 1-46. What volume of the JFTR applies to all federal civilian employees?
1. One
  2. Two
  3. Three
  4. Four
- 1-47. The U.S. Navy Travel Instruction (NTI) is issued jointly by which of the following agencies?
1. CNO and Comptroller of the Navy
  2. CNO and COMNAVPERSCOM
  3. SECNAV and SECDEF
  4. CNO and SECNAV
- 1-48. What manual is issued for the information, guidance, and compliance of all personnel in the administration of military pay?
1. DODPM
  2. SDSPROMAN
  3. MILPERSMAN
  4. ENLTRANSMAN

- 1-49. What volume of the SDSPROMAN provides details for terminal operation and event reporting?
1. I
  2. II
  3. III
  4. IV
- 1-50. The Passenger Transportation Manual consists of nine chapters. As a YN, you should familiarize yourself with which of the following chapters?
1. Chapters 1, 2, and 3
  2. Chapters 2, 4, and 5
  3. Chapters 3, 4, and 5
  4. Chapters 4, 5, and 6
- 1-51. Of the following manuals, which one provides information on retirement ceremonies?
1. Naval Military Personnel Manual
  2. Enlisted Transfer Manual
  3. Social Usage and Protocol Handbook
  4. Navy and Marine Corps Awards Manual
- 1-52. What authority covers matters pertaining to decorations and medals?
1. Navy and Marine Corps Awards Manual
  2. Navy Social Usage and Protocol Handbook
  3. Naval Military Personnel Manual
  4. U.S. Navy Regulations
- 1-53. What instruction covers the ordering, custody, and disposition of Navywide examinations?
1. BUPERSINST 1430.16
  2. SECNAVINST 5210.11
  3. OPNAVINST 3120.32
  4. OPNAVINST 5510.1
- 1-54. The Navy Standard Subject Identification Codes (SSIC) are used for which of the following purposes?
1. Classifying subjects
  2. Identifying directives
  3. Setting up filing systems
  4. Each of the above
- 1-55. To which of the following publications should you refer to find the proper addressing of mail to an activity of the Department of the Navy?
1. SSIC
  2. SNDL
  3. NAVSO
  4. DODPM
- 1-56. Of the following results, which is/are the goals of the Records Disposal Act?
1. Preservation of records
  2. Destruction of temporary records
  3. Retirement and transfer of records
  4. All of the above
- 1-57. To what part or table of SECNAVINST 5215.1 should you refer for information on preparation and maintenance of directives?
1. Part I
  2. Part II
  3. Table 1
  4. Table 2
- 1-58. Which of the following instructions ensures that Navy forms provide needed information effectively, efficiently, and economically?
1. SECNAVINST 5121.5
  2. SECNAVINST 5213.10
  3. SECNAVINST 5214.2
  4. SECNAVINST 5215.1

1-59. Which of the following instructions sets forth the policy and responsibilities for the management of information requirements of the Department of the Navy?

1. SECNAVINST 5212.5
2. SECNAVINST 5213.10
3. SECNAVINST 5214.2
4. SECNAVINST 5215.1

1-60. When new forms and publications are needed, the supply department prepares a DOD Single Line Item Requisition System Document, DD Form 1348.

1. True
2. False